

# DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

## Department Summary

### *Mission Statement*

To fairly regulate business, while ensuring consumer protection in commercial transactions in Hawaii.

### *Department Goals*

To develop, promote, and implement rational business regulation; to consider the public interest and increase the opportunity for public involvement in the regulatory process; and to ensure fairness in the conduct of administrative hearings that address decisions made by department regulators.

### *Significant Measures of Effectiveness*

1. Percentage of complaints responded to in a timely manner
2. Average number of days to process corporation, partnership, limited liability company, trade name or other documents with/without expedited handling
3. Percentage cases completed within the designated time for contested case hearings

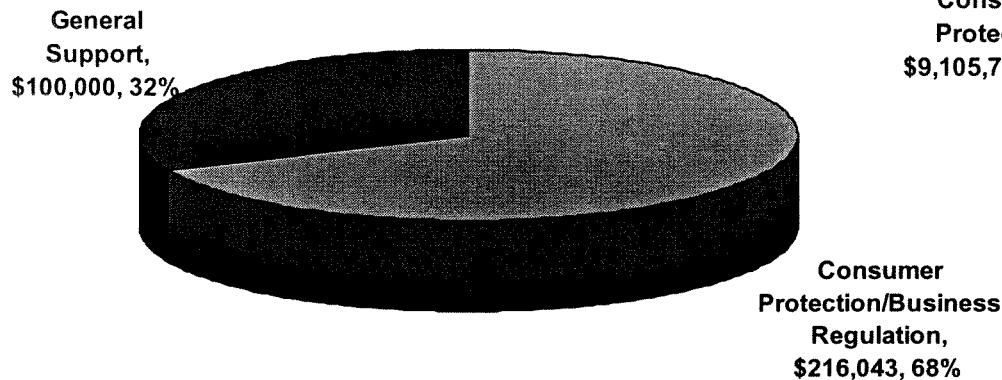
### FY 2006 FY 2007

96 95

2 2

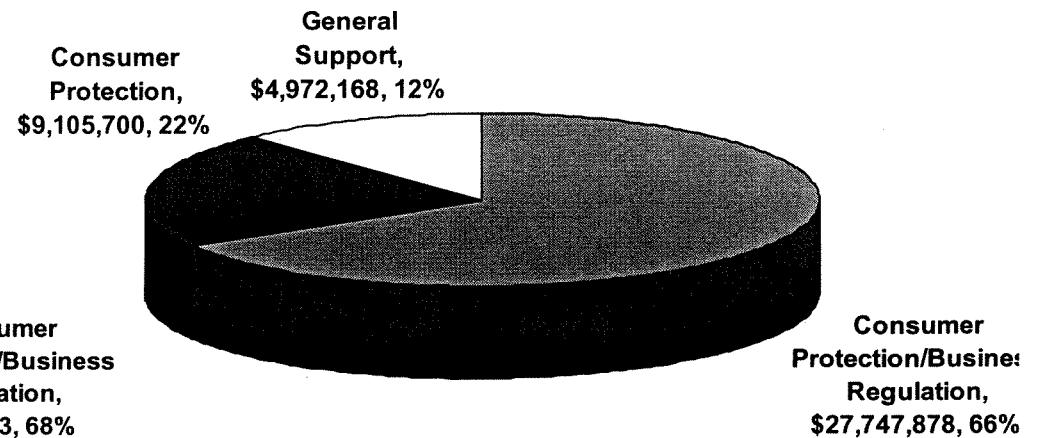
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### FY 2007 Supplemental Operating Budget Adjustments by Major Program



**Total \$0.3 M**

### FY 2007 Supplemental Operating Budget



**Total \$41.8 M**

## DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS MAJOR FUNCTIONS

- Develops standards relating to the licensing of and general supervision over the conduct of financial institutions, professions, businesses, trades, and insurance companies
- Grants or denies the issuance professional, business and trade licenses; directs investigations, holds hearings, and suspends, revokes or reinstates licenses; makes, amends or repeals such rules and regulations deemed proper to fully effectuate the provisions of the laws within the Department's scope and jurisdiction
- Represents, protects, and advances the interest of consumers of utility services; conducts investigations; assists and cooperates with Federal, State, and local agencies to protect the consumer's interests in the public utilities fields
- Coordinates the consumer protection activities in the State; conducts investigations, research, and enforces laws, rules, and regulations in the area of consumer protection; provides consumer education services and programs
- Administers the laws of the State relating to corporations; partnerships; sales of securities; registration of trademarks, tradenames, prints and labels; miscellaneous business registrations; financial institutions; and the insurance industry
- Ensures that subscribers are provided with cable communication services which meet acceptable standards of quality, dependability, and fair rates; establishes technical standards of performances; maintains surveillance over filed rates, charges, terms, and conditions of services; and monitors the operations and management of cable television operators

## MAJOR PROGRAM AREAS

The Department of Commerce and Consumer Affairs has programs in the following major program area:

### Individual Rights

CCA 102     Cable Television  
 CCA 103     Consumer Advocate for Communication,  
                  Utilities, and Transportation Services  
 CCA 104     Financial Institution Services

CCA 105     Professional and Vocational Licensing  
 CCA 106     Insurance Regulatory Services  
 CCA 110     Office of Consumer Protection  
 CCA 111     Business Registration  
 CCA 112     Regulated Industries Complaints Office  
 CCA 191     General Support

**Department of Commerce and Consumer Affairs**  
(Operating Budget)

		Act 178/2005 FY 2006	Act 178/2005 FY 2007	FY 2007 Adjustments	Total FY 2007
<b>Funding Sources:</b>	Positions	334.00	334.00	6.00	340.00
Special Funds	\$	39,664,515	39,466,175	246,043	39,712,218
		4.00	4.00	0.00	4.00
Trust Funds		2,043,528	2,043,528	70,000	2,113,528
		338.00	338.00	6.00	344.00
<b>Total Requirements</b>		41,708,043	41,509,703	316,043	41,825,746

**Highlights of the Executive Supplemental Budget Request:** (general funds unless noted)

1. Provides 2 permanent positions and \$146,043 in special funds for the Business Action Center.
2. Provides 2 permanent insurance examiner positions for the Captive Insurance Administrative Branch, 1 permanent staff attorney position for the Insurance Fraud Investigation Branch, and 1 permanent investigator position for the Regulated Industries Complaints Office.
3. Provides \$100,000 in special funds to cover increased electricity and maintenance costs for shared areas in the new King Kalakaua Building.
4. Transfers 1 temporary position and \$42,017 in special funds from the Office of Administrative Hearings to the Information Systems and Communications Office.
5. Provides \$70,000 in Condominium Management Education Trust Funds for educational programs relating to the new condominium law.

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